

STRESS FREE IT

TECHNOLOGY - STRATEGY - STRESS-FREE IT

IT Outsourcing for Your Small Business

"Discover A Key to Stress-Free IT"

Introduction

Small and medium businesses are constantly seeking ways to reduce expenditure in order to remain profitable and agile in the modern marketplace. Over recent years, the outsourcing of IT systems has become one of the most effective ways to both cut back on spending, and see a raft of operational improvements.

Commonly, outsourcing will ensure a strong IT strategy moving forward, an extremely high level of technical support, and a valuable partner to assess new IT implementations and strategies.

Over the next few years, businesses will need to consider the benefits of outsourcing IT, and just how it can change the operations of a business.

This whitepaper will explore exactly what outsourcing is, the benefits of the process and the associated challenges of adoption.

What is outsourcing?

IT outsourcing is essentially the use of a provider to handle the IT operations of a company. This can be anything from application services to infrastructure solutions, or even remote technical support. The term also encompasses utility services such as cloud systems, hosted offsite by the provider in order to reduce the required management from the business.

The benefits of implementation can soon be seen following integration, and will often mean lower operating costs, faster turnaround following a system failure and an extremely high level of monitoring and security.



How does it work?

While outsourcing may appear complicated, adoption is highly simple for both small and medium businesses. Whether a business is operating five computers or 150, the process is the same for all outsourcing requirements.

Issues are negligible, and an outsourced solution can often be deployed quickly where and when required.

A business may want to outsource the IT support department, allowing a provider to handle technical issues as they arise, and any support questions from staff. This is far cheaper than keeping staff onsite, as the provider handles the hiring and management of all offsite teams.

What's more, the business only needs to request a higher level of support and the provider can supply further staff. Likewise, if the level of support needs to be scaled down, the provider simply reduces the number of staff assigned to the business.

What are the benefits of outsourcing?

Outsourcing has considerable advantages when compared with a traditional IT team, with cost and support being the leading factors. Below, the key benefits of IT outsourcing will be outlined and explained.

Support and monitoring

In the past, an IT upgrade would often be a costly endeavour due to the need to procure new hardware and software, as well as handle the installation process. What's more, staff would often be required to maintain the newer systems, necessitating a costly ongoing commitment on-site.

Outsourcing is able to negate this requirement, and it means new IT hardware and software are readily available for businesses to implement without a hefty price tag. These providers are also able to monitor systems and maintain infrastructure as required.

If the business wants to implement a new cloud storage system, for example, the provider establishes the necessary hardware, and installs any software at the business end. If more or less storage is ever required, it's simply a matter of asking the provider.



Reliability and flexibility

When a business is using a traditional onsite team, there's often no access to support after hours. Onsite teams commonly conform to regular staff hours, which means any employees working overtime will have no access to support if a key system fails.

This isn't the case with outsourcing, as a good provider will have support staff on hand 24/7, ready to handle any issues as they arise. If staff are working late and a network fails, support is simply a phone call away.

In addition, if a business needs to fix a system but staff are busy throughout the day, the support call can be scheduled after hours.

This after hours support can also pay dividends for security, as the 24/7 nature of the system means a business network is always being monitored. If a security threat is detected in the early hours of the morning, the provider is able to act quickly, reducing the chance of a data breach or infrastructure damage.

Collaboration

IT outsourcing doesn't have to be an all or nothing scenario, and can actually be used in conjunction with an onsite IT team. In many ways, this can result in a higher level of support for the business.

A collaborative setup could involve four {why four? or is this an example?} onsite IT personnel working with the outsourced provider to both provide support for the business and plan the deployment of new IT systems. In this way, the business will have access to support at all times.

If onsite staff are ever away from the business location, the outsourced provider can be contacted for support. When it comes to planning, the onsite team is able to work with the provider to better assess the options for the implementation of new systems.

The challenges of outsourcing

There's rarely any technical or operational issues with an outsourced solution. Instead, the main challenge comes from business perception of the effectiveness of outsourcing.

It's common for businesses to believe that IT support will difficult to access be available, and when it is available the support will not be as beneficial as an onsite resource flow. The truth is, outsourcing offers a higher level of support, as the services are available around the clock, and can even be used by employees working from home or on the weekends.

The technology used to deliver the outsource solution ensures that the support team can provide full remote capabilities, seeing what the user sees to more effectively resolve issues.

Conclusion

IT outsourcing needs to become a consideration for businesses, especially considering the access to 24/7 support and better long term planning. Combined with substantial cost reductions while being able to access new technologies and systems, the process of outsourcing should become a primary business objective.

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